

In The Specification

Please delete the section beginning at page 6 line 10 and ending at page 7 line 6 and replace it with the following:

BRIEF DESCRIPTION OF THE DRAWINGS

The foregoing features of the invention, as well as the invention itself may be more fully understood from the following detailed description of the drawings, in which:

FIG. 1 is a block diagram of a prior art contact center having conventional virtual test systems coupled thereto;

FIG. 2 is a chart showing illustrative time latencies between a variety of transactions of a contact center;

FIG. 3 is a block diagram of the contact center having both conventional virtual test systems and a multimedia synchronization system coupled thereto;

FIG. 4 is comprised of FIGS. 4A-4C, which taken together are a flow chart showing an illustrative example of a synchronous transaction between two test clients and a multimedia synchronization server (MSS);

FIG. 5 is comprised of FIGS. 5A-5C, which taken together are a flow chart showing an illustrative example of an asynchronous transaction between the two test clients and the MSS;

FIG. 6 is comprised of FIGS. 6A-6C, which taken together are a flow chart showing an illustrative example of another synchronous transaction between the two test clients and the MSS;

Serial No. 10/099,819
Filed: March 15, 2002
Group Art Unit: 2184
Attorney Case No. EMPIR-043PUS

a1
FIG. 7 is comprised of FIGS. 7A-7C, which taken together are a flow chart showing an illustrative example of another asynchronous transaction between the two test clients and the MSS; and

FIG. 8 is graph showing illustrative time latency data that can be obtained in accordance with the present invention.
